IN THE SPECIFICATION:

Please amend the paragraph beginning on page 2, line 20, as follows:

FIG. [[3]] 3B is a block diagram illustrating another example of a method and system for centralized management, including a tools deployment layout.

Please amend the paragraph beginning on page 13, line 4, as follows:

FIG. [[3]] 3B is a block diagram illustrating another example of a method and system for centralized management, including a tools deployment layout. The composition of the tools varies in each tier depending on the functions served out of that tier. Functions may be consolidated on servers, where it makes sense for cost reasons, so that it does not affect the performance of the application. FIG. [[3]] 3B gives detailed examples of the tools in each of the tiers, in both shared and dedicated scenarios. The examples involve software products sold under the trademark TIVOLI by IBM.

Please amend the paragraph beginning on page 17, line 27, as follows:

Service level agreement (SLA) management, using BAU metrics, may also be involved in FIG. [[3]] 3B, at arrow 351.

Please amend the paragraph beginning on page 27, line 25, as follows:

This final portion of the detailed description presents a few details of a working example implementation, involving centralized management of geographically dispersed operations, utilizing IBM's Universal Management Infrastructure (UMI), and software products sold under the trademark TIVOLI by IBM. Preferably, communications flowed through the tiers, without skipping any tiers, to promote security. The hub had the highest security level. Components communicated with other components through web services technologies: hypertext transfer protocol (HTTP), extensible markup language (XML)

and simple object access protocol (SOAP). Implementations for these web services technologies are freely available through the open-source software community. This example implementation provided much flexibility regarding whose premises were used for locating components. This example implementation was the basis for the simplified examples illustrated in FIG. 2 and FIG. [[3]] 3B.